

Frequently Asked Questions

June 1, 2009

The following Frequently Asked Questions were prepared by the Business Services Division of the Gwinnett County Department of Water Resources to assist the general public in understanding the addition of the Summer Surcharge effective June 1, 2009-October 31, 2009.

I normally have two people in my home throughout the year; however, in the summer, I have custody of my children. Will I get hit with the summer surcharge?

- ◆ If your monthly consumption is over 10,000 gallons and exceeds 125% of your average winter (Jan-Mar) monthly volume, you will be charged the summer surcharge.

I was not in my home in the winter months. Can you use my winter average from my previous home?

- ◆ If you did not take occupancy of your home or business until April 1st or after, we have no basis for comparison, and therefore you will not be charged a summer surcharge.

Why are we being penalized for using water?

- ◆ The summer surcharge is one way to encourage conservation. By charging a summer surcharge to those whose consumption has significantly increased, we are able to keep rates down for those who are conserving.

How long will I have to pay the surcharge?

- ◆ The summer surcharge is only applied during the months of June-October.

How did you determine my winter average? What months did you use?

- ◆ We took your actual consumption for January, February, and March and calculated your average daily consumption. That average daily consumption will be multiplied by the number of days in the billing cycle for comparison.

Since I have an irrigation meter, can some of the summer surcharge be taken off my regular water/sewer account?

- ◆ Irrigation meters will be billed a flat rate of \$7.72 per 1,000 gallons. Irrigation meters and domestic meters are read and billed separately.

I have a chicken farm and need lots of water for my chickens. Can I get the summer surcharge waived since I am using the water for my chickens?

- ◆ Assuming you have these chickens year round, you will only be charged a summer surcharge if your consumption is over 10,000 gallons and exceeds 125% of your winter average.

Does the summer surcharge affect my sewer bill?

- ◆ No, only the water portion of your bill will be subject to the surcharge.

***Effective June 1, 2009, Builder and Irrigation accounts will be charged at 2.0 times the retail rate for all water consumed (\$3.86 x 2 = \$7.72).**